

ABSTRACT OF THE DISCLOSURE

[0042] Methods and systems are disclosed for providing a usage pattern for a customer of an intelligently-switched telecommunications system. The usage pattern provides historical information concerning the customer's use of the telecommunications system. One embodiment includes communicating either with the telecommunications system or with a data network and receiving a query for the customer's usage pattern. The query could originate from the customer using a computer device operating on the data network or from the customer using a telephonic/wireless device operating on the telecommunications system. The usage pattern is acquired from either a service control point operating on the telecommunications system or a database operating on the data network. The usage pattern is then communicated to the customer along either the data network or the telecommunications system, whereby the customer uses the computer device, or the telephonic/wireless device, to access the usage pattern.

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